



CITY OF
RIO RANCHO

2016
CONSUMER
CONFIDENCE
REPORT

We are pleased to present

this year's Annual Water Quality Report (Consumer Confidence Report) as required by the Safe Drinking Water Act (SDWA). This report is designed to provide details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. This report is a snapshot of last year's water quality.

We are committed to providing you with information because informed customers are our best allies.

Where does my water come from?

Rio Rancho's drinking water comes entirely from the Santa Fe Group Aquifer. An aquifer is an underground layer of water-bearing permeable rock or unconsolidated materials (gravel, sand, or silt) from which groundwater can be extracted using a water well.

This underground water source is not limitless, so conservation of this natural resource is a must.

The aquifer in our area lies within volcanic rocks and these rocks contain naturally occurring arsenic.

As water infiltrates through the rock type, it dissolves some of the arsenic from the rocks.

To ensure that tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulates bottled water, which must provide the same protection of public health.





FROM THE MAYOR

THE CITY OF RIO RANCHO takes great pride in the quality of the drinking water provided to its citizens and businesses.

The City's Utilities Department regularly tests our drinking water to ensure that the quality is higher than the U.S. Environmental Protection Agency's requirements.

This report gives the citizens of Rio Rancho valuable information about the quality of our

drinking water, ideas for water conservation and efficiency, and a look into the future of our capital improvements.

Please take time to read this informative report, brought to you by your Utilities Department. I encourage your participation, input and feedback, and vision for a healthy water future.

Mayor Gregg Hull

Get Involved In City Water Matters

The City encourages you to get involved in water matters. For more information please call 505.896.8715 or visit www.rrnm.gov.

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These Definitions Are Used In This Water Quality Report

AL:

Action Level

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

MCL:

Maximum Contaminant Level

The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG:

Maximum Contaminant Level Goal

The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL:

Maximum Residual Disinfectant Level

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG:

Maximum Residual Disinfectant Level Goal

The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

MRL:

Minimum Reporting Levels

The smallest measured concentration of a substance that can be reliably measured by using a given analytical method.

N/A: Not applicable.

ND: Not detected.

pCi/L:

Picocuries per liter

A measure of radioactivity.

ppb:

Parts per billion or micrograms per liter

Approximately equal to 3 seconds out of a century.


ppm:

Parts per million or milligrams per liter

Approximately equal to 32 seconds out of a year.

Range of detection:

Highest & lowest levels of a substance found in treated drinking water.



U.S. Environmental Protection Agency (EPA)

Safe Drinking Water Hotline:

800.426.4791

Rio Rancho Water Production:

505.896.8813

Do I Need To Take Special Precautions?

Some people may be more vulnerable to contaminants in drinking water than the general population.



Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/ AIDS or other immune system disorders, some elderly , and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Water Drinking Hotline at 800.426.4791.

Booster 8 Project Completed

The new water booster station at Tank 8 transfers water from Tank 8 to Tank 13. The project included the removal of an existing temporary booster station, construction of a new booster station, a pressure relief line, electrical and mechanical yards, surge tank and flow meter vault, installation of the Supervisory Control and Data Acquisition system, and construction

of 13,900 linear feet of 16 inch transmission line from the intersection of Northern Boulevard and 2nd Street to the intersection of Northern Boulevard and 21st Street.



Sampling Violation

On 11/18/2016, the City became aware that our utility system failed to collect monitoring samples required by the Stage 2 Disinfectants/Disinfection Byproducts Rule. The City is required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not the drinking water meets health standards. Total Trihalomethanes and Haloacetic Acids samples should have been collected in April 2015 but they were collected in May. Because these samples were not collected in April 2015, the City cannot be sure whether the contaminants were present in your drinking water, and the City is unable to tell you whether your health was at risk during that time. Quarterly sampling resumed on July 2015. If you have any questions, please contact Mick Jakymiwi, Water Production Manager, at 505.896.8813.

Reporting Violation

The Consumer Confidence Report containing the 2015 drinking water quality testing results was mailed to all residences and businesses in the City. It was discovered that one of the results in that annual report was incorrect. The result for Total Trihalomethanes (TTHMs) was reported at 15 parts per billion (ppb) when it should have been reported as 18.3 ppb. The Safe Drinking Water Maximum Contaminant Level for TTHMs is 80 ppb; there is no sampling or exceedance violation. TTHMs are created when organics come into contact with chlorine, the disinfectant used to ensure the drinking water is free of bacteria.

Why Are There Contaminants in my Drinking Water?

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at **800.426.4791**.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs , springs, and wells. As water travels over land or through the ground, it dissolves naturally occurring minerals, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water before treatment include:

- **MICROBIAL CONTAMINANTS**, such as viruses and bacteria, which may come from wildlife, septic systems, sewage treatment plants, and agricultural livestock operations.
- **INORGANIC CONTAMINANTS**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- **PESTICIDES & HERBICIDES**, which may come from a variety of sources such as agriculture and residential use.

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Alpha emitters (pCi/L)	15	0	8.4	0.3-8.4	2014	No	Erosion of natural deposits
Radium combined 226/228 (pCi/L)	5	0	0.2	ND-0.2	2014	No	Erosion of natural deposits
Beta/ photon emitters (pCi/L)	50	0	8.7	2.5-8.5	2014	No	Decay of natural and man-made deposits. The EPA considers 50 pCi/L to be the level of concern for Beta particles.
Uranium (ppb)	30	0	7	ND-7	2014	No	Erosion of natural deposits

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
TTHMs (ppb)	80	N/A	12.4	ND-13	2016	No	By-product of drinking water disinfection
HAA5 (ppb)	60	N/A	2.9	ND-2.6	2016	No	By-product of drinking water chlorination
Chlorine (as Cl2) (ppm)	4	4	0.6	0.4-0.7	2016	No	Water additive used to control microbes

- **RADIOACTIVE CONTAMINANTS**, which are naturally occurring.
- **ORGANIC CHEMICAL CONTAMINANTS**, including synthetic and volatile organic chemicals, which are by-products of

industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.



Andres Garcia, Hall Environmental Analysis Laboratory

LEAD/COPPER

Lead and copper can come from the plumbing system in homes and businesses. The City is required to test for lead and copper every three years from homes of a certain age range.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Rio Rancho Utilities Department is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking.

ARSENIC

While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the cost of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Arsenic (ppb)	10	0	7	7-7	2015	No	Erosion of natural deposits

Substance	Action Level (AL)	MCLG	Our Water	Number of Sites Exceeding AL	Sample Year	Violation	Typical Source of Contamination
Copper (ppm)	1.3	1.3	0.46 (90th percentile)	0	2014	No	Corrosion of household plumbing systems
Lead (ppb)	15	0	2 (90th percentile)	0	2014	No	Corrosion of household plumbing systems

If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 800.426.4791, or at www.epa.gov/safewater/lead

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Xylenes (ppm)	10	10	0.0007	ND-0.0007	2014	No	Discharge from petroleum or chemical factories
Ethylbenzene (ppb)	700	700	0.13	ND-0.13	2014	No	Discharge from petroleum refineries
2-Butanone (MEK) (ppb)	N/A	N/A	2.8	N/A	2011	No	Discharge from solvents used for coatings, resins and adhesives
Tetrahydrofuran (ppb)	N/A	N/A	0.8	N/A	2011	No	Discharge from manufacturing of protective coatings, adhesives, magnetic strips, printing inks

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Chromium (ppb)	100	100	11	ND-11	2014	No	Erosion of natural deposits
Fluoride (ppm)	4	4	1.1	0.4-1.1	2014	No	Erosion of natural deposits
Nitrate [measured as Nitrogen] (ppm)	10	10	2.8	0.13-2.8	2016	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

Celina Sessa, Hall Environmental Analysis Laboratory

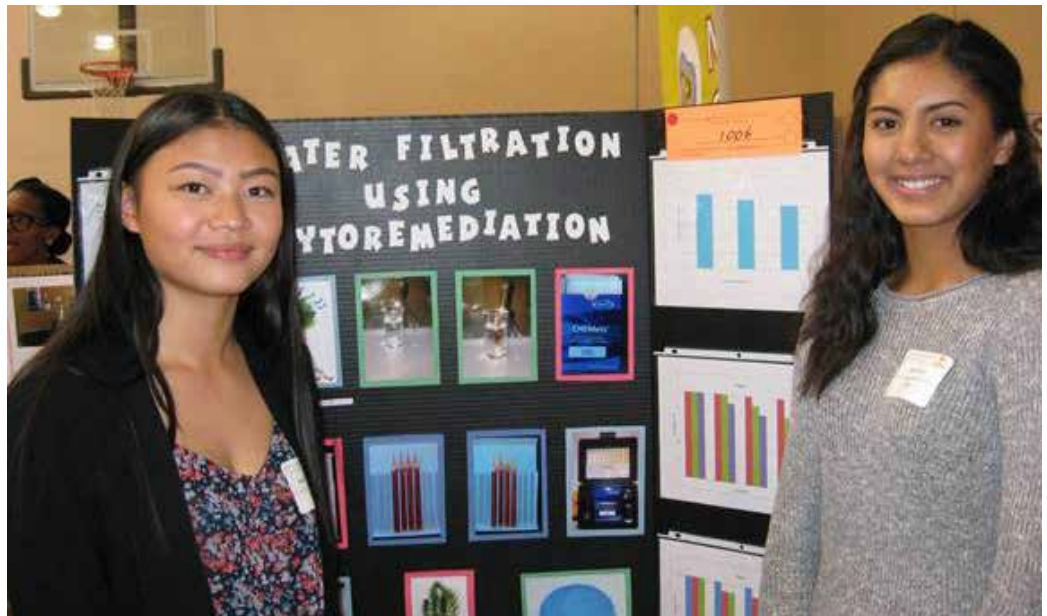




Meet Jim Chiasson

Jim Chiasson, P.E., recently joined the City of Rio Rancho as the new Utilities Department Director, where he is responsible for managing the day-to-day operations of the City's water, wastewater, and recycled water systems. He spent the last sixteen and a half years with the New Mexico Environment Department Construction Programs Bureau where he served in various capacities including the last 6 years as Bureau Chief. Jim also spent 4 years directing operations for the Santa Fe Solid Waste Management Agency and over 3 years in the private sector working for a consulting firm in Albuquerque.

Jim graduated from Syracuse University with a Bachelor of Science degree in Mechanical Engineering and holds a Master's Degree in Civil Engineering from the University of New Mexico. He is a registered professional engineer in the State of New Mexico.



Elena Rivera (left) and Abigail Johnston (right) with their project "Water Filtration Using Phytoremediation."



Every Drop Counts

Water Conservation staff judged the Rio Rancho High School science fair and selected the recipients of the "Every Drop Counts" monetary award for best water quality or water quantity project. Antonio Griego, City Water Conservation Specialist, presented the accolade to the two young scientists at the award ceremony on January 24, 2017.

Around the world, people are searching for new and efficient ways to purify contaminated water. Through phytoremediation (the use of plants and their root systems to absorb pollutants), water contaminated with organics and heavy metals can be cleaned using the plant's roots to absorb the contaminants, which are then transported throughout the plant's stem and leaves.



Water Loss Detection and Control



The City asks its citizens to conserve and use water efficiently and the City is taking actions to also conserve by continuing its Water Loss Control measures including:

- **SERVICE LINE REPLACEMENT PROGRAM:**

The fifth phase of the program will begin early this summer. The fourth phase included another 653 lines replaced from polyethylene to copper.

- **LEAK DETECTION PROGRAM:**

The City has invested time and materials into this program. "Leak Loggers" are deployed on water valves in the system and they "listen" for leaks during the

night. All positive hits are investigated to determine whether an actual leak is occurring. These leaks are repaired prior to coming to the surface.

- **CUSTOMER METER TESTING PROGRAM:**

This is a new program where commercial and irrigation customer meters are tested for accuracy. Inaccurate meters are repaired or replaced.



Fair Housing Act

The Fair Housing Act (FHA) was passed in the aftermath of Rev. Dr. Martin Luther King Jr's assassination in 1968. Its goal was to eliminate housing discrimination and create equal opportunity in every community.

Fair housing means that 1) our communities are open, welcoming, and free from housing discrimination and hostility, and 2) each one of us – regardless of race, color, religion, national origin, sex, familial status, and disability – has access to neighborhoods of opportunity, where our children can attend quality schools, our environment allows us to be healthy, and economic opportunities and self-sufficiency can grow.

The City of Rio Rancho's commitment to fair housing is a living commitment, one that reflects the needs of our community today and prepares us for a future of true integration.

Recycling Programs

Curbside Recycling

RECYCLING IS GREAT for the environment, plays an important role in the City's sustainable growth plan, and lessens the amount of waste that goes to the landfill. The City's curbside pickup makes it very easy to recycle a lot of the waste we generate daily. The large, green, 96-gallon recycling carts are picked up weekly at no additional cost to the customer. About 92 percent of Rio Rancho's residences participate in the curbside recycling program. Cardboard and newspapers dominated the recycling mix in 2016 at 73 percent.

The list of items that can be recycled includes:

- Cans (aluminum and tin)
- Cardboard
- Catalogs and magazines
- Junk mail
- Newspaper
- Paper bags
- Paperboard
- Phone books
- Plastics #1 - #7 (no plastic bags)
- Stationary and copy paper (no shredded paper)



Recycling Center Is Open For Business!

Sandoval County/ City of Rio Rancho Recycling Drop-off Station, 2700 Iris Rd NE, Rio Rancho.

For a complete list of acceptable/unacceptable items please visit:

www.sandovalcounty.com/departments/public-works/recycling

Sandoval County or City of Rio Rancho residents only, proof of residency required (utility bill, or street address bill, and drivers license). **Hours of operation:** Saturdays only 8:00 a.m. to 1:00 p.m.

Household Hazardous Waste Disposal

Sandoval County/City of Rio Rancho Recycling Drop-off Station, 2700 Iris Rd NE, Rio Rancho.

For a complete list of acceptable/unacceptable items please visit:

www.sandovalcounty.com/departments/public-works/household-hazardous-waste

Rio Rancho and Sandoval County residents may dispose of household hazardous waste by appointment only. Call 505.891.5015 to make an appointment.



Utilities Assistance Programs

City Councilors Jim Owen (District 1) and Cheryl Everett (District 3) sponsored an ordinance to institute a utilities assistance program for residents in Rio Rancho that are in need.

The program is designed so that customers, who are at 133% of the federal poverty level or lower, may qualify for assistance with their City utilities bills. The customer must currently live in the residence and not be past due on his or her utilities bill. Proof of monthly income must be provided. Assistance is 30% of the total utilities bill, up to \$35 per month, for a length of three months per year. A customer may reapply for further assistance in future years. For a complete list of qualifications and the application form, visit <http://rrnm.gov/UAF>, or call 505.896.8715

The assistance program will be funded through donations made by utilities customers, citizens and other entities. The City will review collected funds by September 15, 2017. If enough funds have been collected, the program will be established by Nov. 1.

If you have high bills try these items:

- Learn how to detect and fix common leaks.
- Take advantage of the City's free water use audits to see if you may have any hidden leaks that need to be fixed.
- Learn about our water conservation programs to find ways to lower water use and reduce water bills.

The City also works closely with various organizations and non-profit groups that help with monetary assistance toward utilities bills. The following organizations may be able to help with monetary assistance for utilities bills:

Organization	Contact Number	Website
Help New Mexico	505.404.8449	http://www.helplnm.com
St. Felix Pantry	505.891.0285	http://www.stfelixpantry.org
St. Vincent de Paul	505.892.0526	http://www.svdpsa.org
Storehouse West	505.892.2077	http://www.storehousewest.org
United Way	211	http://uwcnm.org

Your Help is Needed

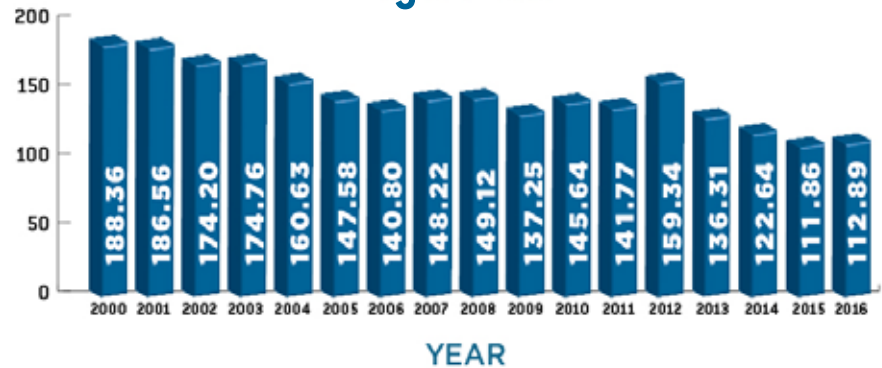
The Utilities Assistance Fund is now accepting donations to help with offsetting utilities bills for customers in need of assistance. There are several ways you can donate:

- In-person with cashiers at city hall with cash, credit card, or check.
- Mail a check payable to City of Rio Rancho at 3200 Civic Center, Rio Rancho, NM 87144 and specify payment is for Utilities Assistance Fund.
- Request a recurring donation to be added to your bill by calling Customer Service at: 505.896.8715.

Rio Rancho PURE

New Mexico's
First
Water Purification
and
Aquifer Storage
Project
will put
Up To
One-Million
Gallons Per Day
Back Into
the Aquifer for
Future Use.

2016 System GPCD



2015



111.86

GALLONS PER CAPITA PER DAY

2016



112.89



2016 Residential GPCD



A photograph of a young child with light hair, smiling broadly while sitting in a bathtub filled with white bubbles. The child is holding a blue plastic toy. The background is slightly blurred, showing a bathroom setting. The image is partially covered by a dark red vertical band on the right side, which contains white text.

Susceptibility Analysis

The Susceptibility Analysis of the Rio Rancho Water Utility reveals that the utility is well maintained and operated, and the sources of drinking water are generally protected from potential sources of contamination. The susceptibility rank of the entire water system is MODERATELY LOW, a good rating.

Call New Mexico Environment Department at 877.654.8720 for questions.

Important Info

All phone numbers have a [505] area code.

Utilities Administration:
896-8715

Utilities Billing:
891-5020

Report Leaks:
891-5019

Water/Wastewater Emergency
(After Hours):
975-1581

Line Spots, NM811:
811

Water Conservation:
896-8715

Engineering:
891-5016

Environmental Programs:
896-8737

Water Waste Hotline:
896-8299

www.rrnm.gov

City of Rio Rancho
Utilities Department
3200 Civic Center Circle NE
Rio Rancho, NM 87144

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***** ECRWSS *****

Postal Customer
Rio Rancho, New Mexico

Este informe contiene información muy importante
sobre la calidad de su agua potable. Por favor lea
este informe o comuníquese con alguien que pueda
traducir la información.

